



Military Health System **Health Care Reengineering:**

Be an Innovator and Create the Future!

Title of Initiative: REGION 6 BENEFICIARIES INFOMATICS

Type of Initiative: MHS-wide

Implementation Site(s): TRICARE Southwest

Implementation Location(s): San Antonio, TX

Date Submitted: November 2001

DESCRIPTION OF INITIATIVE

TRICARE Southwest created a Member Services Database. That supports Beneficiary Counseling and Assistance Coordinators (BCACs) and Debt Collection Assistance Officers (DCAOs). This system allows BCACs and DCAOs to better manage workload and provides useful trend information for decision making by commanders.

The database has automatic reporting capabilities and is web-based. Medical treatment facility (MTF) BCACs contact lead agents (LA) member services with proposed list of users. New users obtain accounts via TRICARE Southwest Intranet. There is no funding or personnel administration. The Region 6 Member Services Database focuses are three areas; daily management, trending/analysis and reporting. Features of the Applications include:

- *Daily Management:*
 - “Pending” reports show all open cases and provider, links to individual cases
 - Overview format enables prioritization at a glance
 - Provides easy continuity for leaves, TDY’s, PCS’s
 - Drop-downs speed entry, standardize data: dictionaries clarify drop-down options
 - Serves as a Memo for Record for legal and other purposes
- *Trending and Analysis:*
 - Abilities to: watch predicted “hot spots” (i.e. National Enrollment Database)
 - Find new opportunities (i.e. Non-Availability Statements)
 - Illustrates general areas for resource concentration (i.e. provider education needs)
 - Evaluates overall/specific success of TRICARE programs i.e. TRICARE Plus
 - Evaluates BCAC/DCAO workload and performance to allow better user of resource use of

- *Reporting*
 - BCAC/DCAO can easily generate reports for Commander
 - Lead Agency can send flat file version to MTF systems shop for ad-hoc reports
 - Developing ability to transfer directly to TMA DCAO report; prevent double entry
 - Users can only see data from their own DMIS ID; LA sees aggregate numbers

Results of Initiative:

The Region 6 member services database was demonstrated to Congressional Staff and at Brooks Air Force Base, Fort Sam Houston, Naval Hospital Corpus Christi, TRICARE Senior Executive Council and San Antonio BCAC meeting. The program received enthusiastic responses from the demonstrations. The database parallels the data to the Health Net Federal Services. Region 6 is continuing to demonstrate at LA site visits to meet their established goal of implementing a region-wide aggregate data and reporting mechanism.

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